

# Medical Wright-Start

*74<sup>th</sup> Medical Group*  
*Wright-Patterson Medical Center*



*Welcome to Wright-Patterson!*

Wright-Patterson Medical Center is one of the Air Force's largest medical treatment facilities and provides a full spectrum of medical services. In almost all cases, we will be able to meet the vast majority of your family's health care needs on base. We are committed to compassionate & quality care, easy access, and excellent customer service.

This inprocessing handout will provide you with valuable information for accessing care on base and using your TRICARE benefit in general. It is by no means a complete guide. Please make a habit of frequenting the web pages listed inside in order to fully understand all the medical services available to you, and to keep up to date with your family's health care benefit. A prevention-related service you aren't currently familiar with may very well be the most important service we offer relevant to the long-term health of your family.



*Our Mission:*

**Provide world class health services while deployed or at home**

*Our Vision:*

**Be our customers' center of choice for health services**

*“Right People, Right Care, Wright-Patt”*

## **How to access Primary Care services:**

For all types of appointments, call TRICARE at **1-800-941-4501** and press **1**. Your Primary Care Manager (PCM) will be your first POC for non-emergency care, with a few exceptions: routine eye exams, mental health, and some GYN annual exams.

You can schedule an acute care appointment **24 hours a day**. For routine and wellness appointments, please call during the following hours:

**0700-2100** Duty Days

**0900-1600** Saturdays

TRICARE Prime members can contact the PCM on-call for their primary care team 24 hours a day:

**During clinic hours** - Call your PCM's clinic

*Primary Care Clinic:*

Red Team: **257-8755**

White Team: **257-6001**

Blue Team: **257-7275**

Green Team (Flight Surgeon): **257-4284**

Pediatric Clinic: **257-6991**

Internal Medicine: **257-9926**

**After clinic hours** - Call **1-800-941-4501** and press **3** to be connected to the Ask-a-Nurse line. The nurse will be able to answer most questions. If you are not satisfied with the answer, the nurse will pass on your information to the on-call PCM for your clinic. The on-call PCM will then call you within ½ hour.

## **Emergencies:**

The procedure for emergencies is the same whether you are local or traveling: Go immediately to the closest emergency room or call 911. The definition of an emergency is what a *prudent layperson* thinks an emergency is. No authorization is ever required, unless you need follow up (i.e. non emergency) care. If you have an emergency while traveling, be sure to follow up with your PCM when you return home. *Note: Urgent Care centers are not emergency rooms (see urgent care below).*

## **How to get authorization for out-of-area urgent care:**

TRICARE Prime members must get authorization for non-emergency care when traveling far enough away from their PCM that they cannot easily return for care. For authorization and assistance call **1-800-941-4501**, press **1** and then **2** to speak to a healthcare finder 24 hours a day. *Remember to always carry your wallet card so you have the 1-800 number when you need it.*

## **How to access Specialty Care services:**

The majority of our specialty clinics only see patients who are referred by a primary care provider (military or civilian). If you think you need care from one of our specialists, call or see your Primary Care Manager and ask about a referral.

## **Medical Services while stationed at Wright Patterson:**

### **On Base:**

- All Medical Specialties (*with a few exceptions for subspecialties*)
- Emergency Room
- Inpatient Services including Intensive Care and OB

### **Off Base:**

- Most Pediatric Inpatient Services (*Children's Medical Center of Dayton*)
- Inpatient Rehab
- Inpatient Mental Health Services
- Most Cardiac Surgery
- Certain other highly specialized services and diagnostic tests

## **PCM and Clinic Assignment:**

If you have a preference, you may *choose* your PCM from the clinic that is most appropriate for your care. Alternately, you will be assigned a PCM. You will receive a letter informing you of your assigned PCM & their staff team. If you ever desire to change your assigned PCM just visit the TRICARE Service Center and fill out a change of PCM form.

*Most adults will have a PCM in one of three teams in Primary Care Clinic:*

Red Team: **257-8755**

White Team: **257-6001**

Blue Team: **257-7275**

*Flyers, Security Forces, Operations Support Squadron, Logistics and Operations Group, Weather Squadron, and National Air Intelligence Center personnel (and spouses if desired) will have a PCM in Flight Medicine:*

Green Team: **257-4284**

*All children ages 0-17 will have a PCM in Pediatric Clinic. Please note that the Pediatric Clinic is located in building 219 (area C) with its own ancillary services.*

Pediatric Clinic: **257-6991**

*Enrollees with certain complicated chronic conditions may be assigned to a PCM in Internal Medicine (after consultation with a Primary Care Clinic physician):*

Internal Medicine: **257-9926**

## **TRICARE Prime Access Standards:**

- **1 day** for urgent care (e.g. "I'm really sick")
- **1 week** for routine visit (e.g. "My back has been hurting")
- **4 weeks** for well care visit (e.g. PHAs, Eye exams)
- **4 weeks** for routine specialty care (or sooner if PCM determines)

If the TRICARE appointment clerk cannot find an appointment within access standards, you should be transferred to your PCM clinic where you will be triaged and worked in to their schedule as appropriate. We are serious about meeting these standards, please provide feedback if we "bust" access standards for your care

## **Pharmacy Services:**

**Outpatient Pharmacy** – Medical Center 1st Floor  
**0700-1800** Duty Days

**Kittyhawk Pharmacy** – Next to Commissary

*All prescription refills are done at the Kittyhawk Pharmacy* – call **257-9016** for refill service. Refills must be picked up within three days or they are returned to stock. Drive-thru is available for pick up.

**0700-1930** Duty Days

**0830-1600** Saturdays

**Pediatrics Pharmacy** – Bldg 219 (*Pediatric Clinic*)

**0800-1700** Duty Days

In addition, all TRICARE beneficiaries may also use civilian network pharmacies or the National Mail Order Pharmacy if more convenient. For more information on the National Mail Order Pharmacy (NMOP), call **1-800-903-4680** or visit

[www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy)

Pharmacy co-pays for network and NMOP prescriptions are the same for all beneficiaries: **\$3** for generic medications, and **\$9** for brand name medications. Here is a partial listing of local network pharmacies (for a complete version in your local area call **1-800-941-4501** and press 2):

- Big Bear, Cub Foods, Discount Drug Mart, Drug Emporium, K-Mart, Kroger, Meijer, Mr. Prescription, Phar-Mor, Rite Aid, Target, The Medicine Shoppe, Walgreens, Walmart

## **Humana:**

**1-800-941-4501** or [www.humana-military.com/region5/home.htm](http://www.humana-military.com/region5/home.htm)

TRICARE is a partnership between military medicine and a civilian managed care company. In this region, the TRICARE contractor is Humana. Humana performs the following services for you:

- Schedules most appointments
- Coordinates most referrals and all non-emergency civilian health care services
- Manages payment for civilian health care claims
- Manages our civilian network of health care providers
- Manages enrollment in TRICARE Prime and prints enrollment cards
- Answers questions about benefits and coverage information and provides marketing materials as required

Your first point of contact for TRICARE related issues is the **TRICARE Service Center**. You can call **1-800-941-4501** or visit them on the first floor of the Medical Center near the main elevators – just follow the signs from the atrium. The TRICARE Service Center's hours of operation are:

**0730-1930 M-F**

**0900-1300 Saturday**

**If You Receive Civilian Health Care Services:**

You will receive a bill from the provider. Don't throw anything away. Wait for the Explanation of Benefits (EOB) statement from TRICARE or visit [www.mytricare.com](http://www.mytricare.com) to see online claims status. Don't pay anything unless listed on the EOB under "Beneficiary Liability." Remember, since April 1, 2001, active duty family members no longer pay co-pays (except pharmacy). If there appears to be a problem, get help:

- Call **1-800-941-4501** and press **4**. Many problems can be solved over the telephone, such as simple billing errors from the provider ...
- If not, visit the **TRICARE Service Center** with a copy of your bill and EOB
- If you *still* don't have a satisfactory answer, call **257-9166** and talk to our **Beneficiary Counseling and Assistance Coordinator** (BCAC). The BCAC is a government employee, not a contractor, and is your trusted agent in this process

On rare occasions, you may have to submit a claim yourself. To obtain a claims form (DD Form 2642) you may visit the TRICARE Service Center or download a form from one of the websites listed below in "TRICARE Resources." The address to submit claims is:

TRICARE Region 5 Claims  
P.O. Box 7021  
Camden, SC 29020-7021

**TRICARE Resources:**

Make good use of the following resources. The first three are included in the enrollment package Anthem Alliance will mail you after you enroll:

- *TRICARE Prime Handbook*
- *Healthwise Handbook (self-care manual)*
- *TRICARE Prime Enrollment Card (ADSM get info card instead)*
- Monthly Brief in Medical Center auditorium (basement) every third Tuesday of the Month at 0900. Spouses and retirees in particular are encouraged to attend
- <http://wpmc1.wpafb.af.mil> (WPMC site)
- [www.tricare.osd.mil/tricare](http://www.tricare.osd.mil/tricare) (DoD TRICARE site)
- <http://hmd.humana-military.com/region5/main.asp> (Network Provider Directory)

**Eye exam benefit for TRICARE Prime members:**

Our optometry clinic is kept busy with active duty service members, and generally has very limited space available for non-active duty patients. This is not a major problem, however, because eye exams (no referral and no co-pay required) are a covered benefit for all TRICARE Prime members every two years, and for active duty family members every year. Please note that glasses, contacts, and contact lens fittings are *not* part of the TRICARE benefit. To find a network optometrist near you,

call **1-800-941-4501** and press **2** or visit <http://hmd.humana-military.com/region5/main.asp>

### **Preventive Health Assessment (PHA):**

We don't wait for USAF aircraft to fall out of the sky before we do maintenance on them ... the same goes for USAF people. PHA is **annual preventive maintenance** for the **human weapon system**. You should receive an email prior to your birth month instructing you to schedule your PHA. If for some reason you don't hear from us by your birth month, please call and ask to schedule a PHA anyway. If you do not get your PHA, you will *eventually* receive a profile classifying you as not ready for worldwide duty.

### **Your TRICARE benefits are getting better!**

Congress passed laws last year that significantly enhance your health care benefit. Soon, you will enjoy the benefit of:

- **TRICARE For Life** – If you serve for 20 years, your TRICARE benefits will stay with you even after you turn 65 and become eligible for Medicare
- **Travel reimbursement** if your family members are required to travel over 100 miles to specialty care
- A **chiropractic benefit** for active duty service members will be phased in
- Many other administrative enhancements will be enacted to make TRICARE more customer service focused

### **TRICARE Dental Plan:**

**1-800-866-8499** or [www.ucci.com](http://www.ucci.com)

The TRICARE Dental Plan (TDP) is completely separate from TRICARE medical benefits. The TDP (formerly the Active Duty Family Member Dental Plan) is administered by United Concordia. Enrollment is no longer done at the MPF – you can now enroll online at [www.ucci.com](http://www.ucci.com) or by calling **1-888-622-2256**. There are plenty of dentists in the local area that participate in the TDP. To locate one near you visit the website or stop by the Dental Clinic in the Medical Center (second floor).

*Note for Retirees:* The retiree dental plan is not subsidized by the government. For more information call **1-888-838-8737** or visit [www.ddpdelta.org](http://www.ddpdelta.org)

### **Primary Care Optimization:**

The Air Force Medical Service is on a mission – *make military medicine more like a civilian doctor's office*. The following changes are already complete or will be soon:

- **PCM by name** increases personal touch, along with continuity (and therefore quality) of care. Our transition to PCM by name is complete. You should expect to be able to see your assigned PCM for routine and wellness appointments, and most, but not all, acute appointments  
The *Pediatric Clinic* is an exception to this because of our pediatric residency program. Your children will often see physicians that are in residency training. However, your child's assigned staff physician will still be monitoring their health and treatment plans even if you don't always see them when your child needs an appointment
- **Medical Records** are now kept in your PCM clinic so they are more readily available. You no longer have to worry about arriving early and standing in line at outpatient records when you are sick

- **Increased support staff** for each PCM means better service for your family and gives your PCM more time to spend with you. This part of the plan is being slowly expanded as resources become available



## **Uncle Sam wants YOU to play an active role in your family's health:**

- Make a sincere effort to understand your health care benefit: Read the brochures; Attend the briefings; Ask questions when you have them
- Take prevention seriously: Read the Self-Care book; Call the Ask-a-Nurse line; Visit the Health and Wellness Center; Stop smoking; Eat smart; Exercise
- If you have a problem and are not sure where to turn, call the **Helping Agencies Team** (HAT) at **904-4357**. The HAT is a one-stop shopping information and referral source for all family and preventive service related programs on base.

## **Got a Beef?**

If, for whatever reason, you are not satisfied with the care or customer service provided to you or a family member, please take the time to let us know so we may correct the problem.

- For concerns about care or service at the **Medical Center** contact our patient advocate, Ms. Cindy Andersen, at **257-9131**
- For concerns about service from the **TRICARE contractor** contact our Beneficiary Counseling and Assistance Coordinator at **257-9166**

## **Helpful Phone Numbers (not already listed above):**

ADMISSIONS OFFICE	257-9183
AEROMEDICAL EVACUATION	257-0615
CLEARANCES AND PROFILES	257-9786
DENTAL CLINIC APPOINTMENTS	257-8761
DIAGNOSTIC IMAGING (X-RAY, CAT Scan, MRI)	257-8760
EMERGENCY ROOM	257-0770
IMMUNIZATIONS	257-1684
INFORMATION DESK	257-0837
<b>INPATIENT WARDS:</b>	
INTENSIVE CARE UNIT	257-8732
LABOR AND DELIVERY	257-1410
OB UNIT	257-1188
MULTI-SERVICE UNIT	257-0964
LABORATORY	257-9935
MEDICAL BOARDS (MEB)	257-9173
MENTAL HEALTH	257-6876
RELEASE OF INFORMATION (Get Copies of Your Records)	257-9180
SURGERY (Check Patient Status)	257-4508

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